

Opening Doors

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The Cleaning Night Before Christmas

By Jay Kelly
FIELD SERVICE TRAINER AND POET

Twas the night before Christmas when all through the office
Not a person was stirring, not even the bosses
The workers all gone headed home for fun
But the cleaning work here had not yet begun.

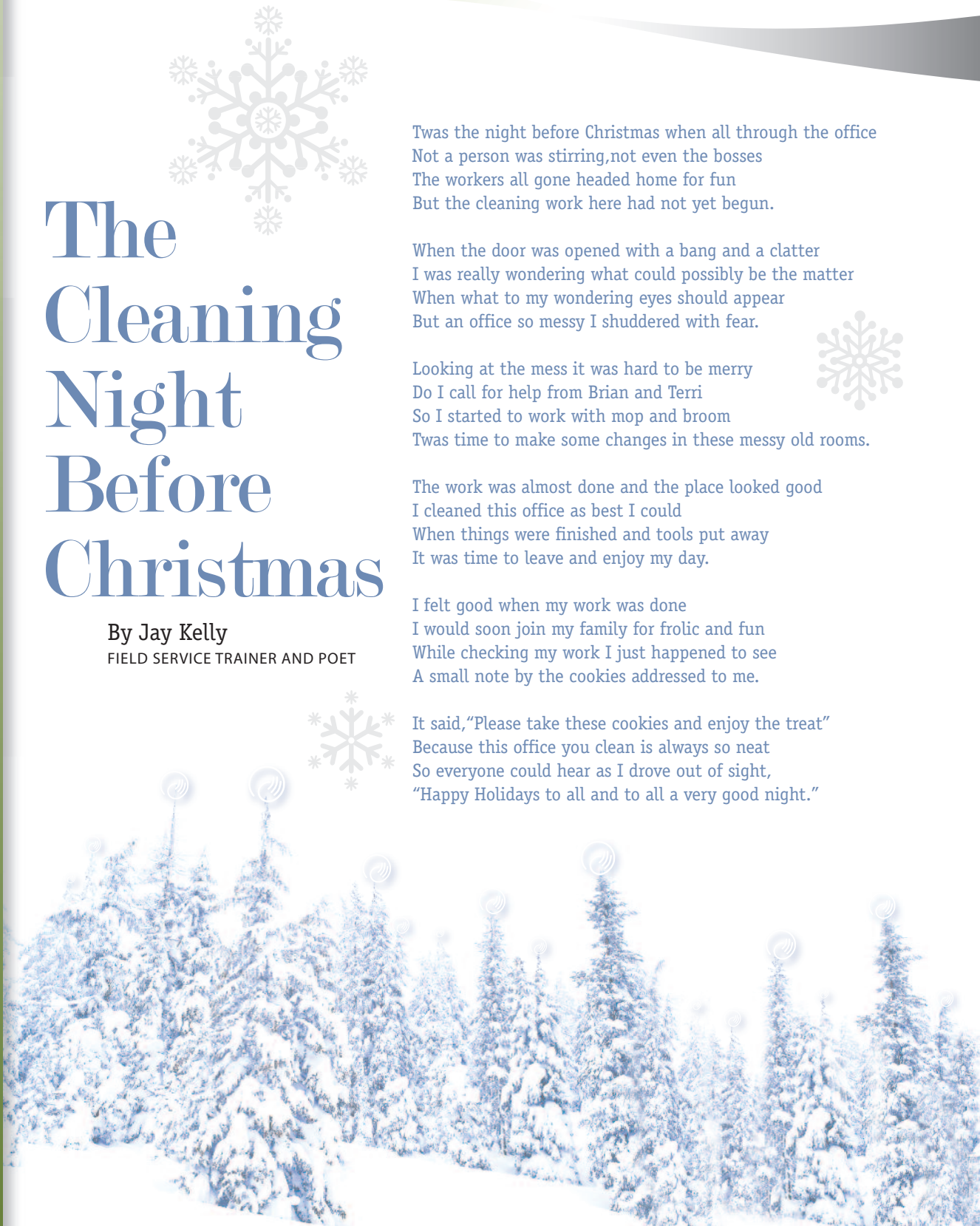
When the door was opened with a bang and a clatter
I was really wondering what could possibly be the matter
When what to my wondering eyes should appear
But an office so messy I shuddered with fear.

Looking at the mess it was hard to be merry
Do I call for help from Brian and Terri
So I started to work with mop and broom
Twas time to make some changes in these messy old rooms.

The work was almost done and the place looked good
I cleaned this office as best I could
When things were finished and tools put away
It was time to leave and enjoy my day.

I felt good when my work was done
I would soon join my family for frolic and fun
While checking my work I just happened to see
A small note by the cookies addressed to me.

It said, "Please take these cookies and enjoy the treat"
Because this office you clean is always so neat
So everyone could hear as I drove out of sight,
"Happy Holidays to all and to all a very good night."



"Christmas, in its final essence, is for grown people who have forgotten what children know. Christmas is for whoever is old enough to have denied the unquenchable spirit of man."

MARGARET COUSINS
(1905 – present)
Senior editor Doubleday Publishing Company

"A lovely thing about Christmas is that it's compulsory, like a thunderstorm, and we all go through it together."

GARRISON KEILLOR
(1942 – present)
American author. 'Exiles,' Leaving Home (1987).

"One of the most glorious messes in the world is the mess created in the living room on Christmas day. Don't clean it up too quickly."

ANDY ROONEY
(1919 – present)
American writer, producer, humorist.

Happy Holidays
from our family to yours!



Susan Abbott with team captain Jennifer Jones



The OpenWorks Team.



L to R: Debe Knaack, Susan Abbott, Kathy Krueger and Elaine Rodriguez



L to R: Susan Abbott, Sylvia Hollingworth Reichle, Elaine Rodriguez and Kathy Krueger waiting for the rest of the team!



Sylvia Hollingworth Reichle

COMMUNITY INVOLVEMENT

2009 Phoenix Komen Race For A Cure

OpenWorks employees are always eager to find ways to unite and support their local communities.

On Sunday, October 4th a team of enthusiastic OpenWorks employees and their families and friends took part in the Komen Race For A Cure in downtown Phoenix, Arizona. The team walked in the 5K race and enjoyed the company of over 30,000 other walkers. The OpenWorks team of walkers was able to raise \$955 for the cause and this amount will be matched dollar for dollar by OpenWorks, for a grand total of \$1910. The excited team is already planning for next years race!



Susan Abbott so happy to have made it to the Finish line!

Helping Our Franchisees

BETTER BUSINESS PRACTICE

Introducing

Karon Smedley

VP of Sales

Karon joined the OpenWorks team in May of 2009 as the Director of Strategic Accounts. In just five short months she has taken on increased responsibilities for the national marketing and sales support for the regions and is now responsible for managing all regional Account Executives as the Vice President of Sales.

Karon comes to OpenWorks with more than 18 years of business leadership. Prior to OpenWorks, Karon



held the position of Vice President-Regional Manager with Pedus Service, Inc., a global integrated service provider. Her region included 1200 service employees and clients from California to Wyoming with a six state territory. Karon's unique expertise and combination of hands-on management and operations experience is what Karon utilizes when offering integrated services to OpenWorks prospective customers.

From the very first meeting to the operational hand-off, Karon ensures that every service program is customized to exceed our customer's expectations and needs. Karon attended Maricopa Community College, majoring in business management and is active in IFMA and BOMA. She also held a Security Agency license in AZ, CO, and Nevada.

Karon is married to Tom, has two children and two grand children. She is a sports adrenaline enthusiast and loves the thrill of snow mobiling, water sports, or anything that is fast and exciting. For down time she enjoys reading and taking in a good movie. Her greatest passion is family time and helping others. She volunteers in many community and local non-profit organizations that support women and single mothers.

We welcome Karon to OpenWorks and look forward to watching her set many new sales records!



FROM THE  MAIL BAG

Camelback Dialysis
DaVita Inc.
7321 E Osborn Drive
Scottsdale, AZ 85251

Please accept this enclosed letter of recommendation for Ms. Teresa Perez and the company OpenWorks.

We have used OpenWorks for our facility cleaning since January 1, 2009 with success. OpenWorks has been diligent in the cleaning our office and clinical space every night after close of facility business hours. They have been consistent in the quality of cleaning and in anticipation of our needs the following day. The communication between Ms. Perez and our clinical AA is professional and courteous, and Ms. Perez is easily reached at any time with concerns. Any issues regarding the cleaning at this facility have been dealt with immediately and with excellent results.

OpenWorks is considerate of our needs, competent, and specifically skilled to handle the special requirements of a dialysis facility. The exceptional integrity of those they employ is evident in the fact that we have not had anything broken or stolen within this facility.

I can confidently recommend the use of OpenWorks for the cleaning of any dialysis facility. If I can provide any other information regarding OpenWorks or Ms. Teresa Perez, please feel free to contact me.

Sincerely,

Jerry Bell, RN, BSN, FA
Camelback Dialysis




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works
there is a difference

Achieve Their Dreams . . .

Franchise Referral Program

The program is very simple – just call the Regional Director in your region and give him/her your name and the name and phone number of the person whom you are referring. If the referral decides to purchase an OpenWorks franchise, then you make...

First Referral = \$ 750.00
Second Referral = \$1,000.00
Third Referral = \$1,250.00

* referrals that result in a sale *

— Regional Contacts —

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OPENWORKS SALUTES OUR

Franchisee of the Month

Arizona

Teresa Perez – Since 2007, Teresa has proven time and time again how to run a successful business. She not only services a large multi-tenant building but she also is on top of the medical world with servicing dialysis centers. Her "Spidey Senses" are always on high alert when it comes to new business. She has shown the ability to sell her own accounts and is never afraid to ask for assistance. Teresa is a team player and has received high praises from her clients. Even when problems occur, she is patient and helpful to resolve the situation. Month after month she has a presence in the Franchise Meetings and, when asked, gives her feedback on the issues. Thank you for your cooperation Teresa, we appreciate you!

California

Toshi Tanaka – A valued OpenWorks service provider since 1996, Toshi has had no complaints, concerns or issues regarding any of his assigned accounts. Even when one of his clients hired a new contact person, Toshi demonstrated his eagerness to please and address all of the new point of contact's needs and new expectations. Toshi has a reputation of always putting the customer first and never letting the OpenWorks Brand down. Awesome job, Toshi, keep it up!

Washington

Silvia Stoyanova – Silvia has been a Franchise Owner since 2004. She recently came through at the last minute to assist OpenWorks in servicing a very new and different project, which requires extensive special services as well as constant on-call services. She adapts her service styles to fit all different types of customers within the janitorial industry. Silvia presents herself and OpenWorks extremely well. She has a can-do attitude that is driving her success. Silvia is a true asset to OpenWorks. Keep on shining, Silvia!



Congratulations!

to the following graduate for successfully completing the intense 10 day FirstWorks training program:

Washington Ibrahim Sawadogo

IFMA Golf Outing – WA Region

Each year OpenWorks sponsors and participates in the IFMA Golf Outing where we invite our customers for a fun day out on the golf course.

This year was no exception and as in years past we once again had heavy representation with four teams consisting of franchise owners, customers, and Open-



Works staff

We look forward to our next tournament in June 2010 and hope to see you there!

Chelsea Bergesen,
Christina Arner, Carey
Wheeler, Chris Waugh
and Dane Ellison